

Post Specification

Post Specification - Key Information

- **Post Title: Service Centre Administrator**
- **Date: March 2025**
- **Post Group Number: 6696**
- **Job Family: Business Support**
- **Job Family Role Profile: BS6**
- **Final Grade: 6**

To be read in conjunction with the job family role profile.

Service Area Description

Business Services - Service Centre Team

The Service Centre is key delivery mechanism for the digital strategy and the way customers engage with the council and their customer's experience. To enhance the Customer service and associated improvements and on line services.

Purpose of this Post

To assist the Team Leader to deliver a high quality service that meets the customer needs both internal and external whilst optimising technology and improved processes to deliver an excellent customer experience.

Key Job Specific Accountabilities

1. To work as part of a team providing responsive, flexible and effective and efficient administrative support within the Service Centre and undertake administrative tasks to support delivery of directorate services for both internal and external customers.
2. Liaise with managers/general public as required to support statutory timescales and requirements, and ensure confidentiality is adhered to.
3. Liaise with customers and other stakeholders (internal and external) ensuring a courteous and professional approach to queries, including with service users who may be challenging and resolution of emergency situations at short notice. This will include communicating across various channels including, but not limited to, face to face, telephone, mail and electronic media.
4. To provide information and respond to queries from external and internal customers and in doing so, undertake problem solving, maintain data integrity and ensure information is managed in a secure way..
5. To contribute to the daily workflow supporting team working and providing support and instruction to colleagues and customers if required.
6. Contribute to the continuous development of the team to achieve service level agreements and Councils Service Plan.
7. To support service development through making recommendations for improvement which are relevant to the specific service area, including systems and procedures.
8. Monitoring, reconciling and processing transactions including using a range of systems including E-procurement, E5, itrent, BBIS, FSM and payments.

9. To develop and maintain effective working relationships across the service centre with the ability to adapt and provide support /cover where directed by the Team Leader to ensure that our services are delivered and effectively managed.
10. To support the organisation in an emergency response as required.

Key Facts and Figures of the Post

- **Budget Responsibilities:** (Add details if relevant))
- **Staff Management Responsibilities:** (Add details if relevant)
- **Other:** (Any other relevant facts and figures)

Essential Criteria

- NQF or NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
 - Willingness to undertake training to support delivery of the service
 - ICT literate
 - Experience of MS office software
 - Experience of working within an office in a large complex organisation
 - Experience in customer service and dealing with Stakeholders Inc. dealing with the public
 - Can demonstrate a working knowledge of processes, procedures and range of systems and how to apply them within a complex service area
 - Proven experience of using databases and manual record systems;
 - Proven experience of the maintenance of accurate records and working to deadlines
 - Proven experience of delivering an enhanced customer service
- Ability to work across service areas both flexibly and adaptable to change.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Reading/Looking at subject matter of a distressing nature or dealing with distressed members of the public – depending on service area
- **Physical Demands:** Non
- **Working Conditions:** (Description of any working conditions)
- **Other Factors:** (Any other relevant factors)

Other Factors:

- *This could include e.g. requirement to travel, or requirement to work outside of normal office hours*